

AMENDMENTS TO THE CLAIMS

~~Please~~ amend Claims 1, 5-6, 10, 14-15, 18, and 22 as follows:

1. (Currently Amended) A method for routing contacts in a contact center, comprising:

evaluating a collection of one or more items of a customer to identify ~~at least one of~~
(a) ~~at least one item in the collection and (b) a value of at least one item in the collection,~~ the
5 collection being associated with a contact of the customer; and

routing ~~[[a]]~~ the contact of the customer to at least one of a working agent and queue
in the contact center based, at least in part, on ~~the at least one of an item in the collection and~~
the value.

AI 2. (Original) The method of Claim 1, wherein the collection is an electronic
order accessed via a network by a computational component associated with the contact
center.

3. (Original) The method of Claim 2, wherein the computational component is
an applet.

4. (Original) The method of Claim 1, further comprising:
providing the customer with at least one web page that describes the at least one item
and wherein the routing step follows a step of clicking on an icon on the at least one web
page.

5. (Currently Amended) The method of Claim 1, further comprising:
comparing the ~~at least one (a) and (b) value~~ value with predetermined information to
determine the destination of the routing step.

6. (Currently Amended) The method of Claim 5, wherein the at least one item in the collection is compared with a list of items to determine the destination of the routing step.

7. (Original) The method of Claim 5, wherein the value is compared with a predetermined value to determine the destination of the routing step.

8. (Original) The method of Claim 1, wherein the routing step further considers at least one of the following: the identity of the customer, a file address associated with the customer, the historical business relationship with the customer, and an estimated business value of the customer.

9. (Original) The method of Claim 1, wherein the customer has accessed the contact center via a network and the evaluating step includes the step of evaluating the value and nature of the at least one item in a shopping cart, wish cart, or wish list.

10. (Currently Amended) A system for servicing contacts in a contact center, comprising:

evaluating means for evaluating a collection of one or more items of a customer to determine ~~at least one of (a) at least one item in the collection and (b) a value of at least one~~ item in the collection, wherein the collection is associated with a current contact of the customer; and

routing means for routing ~~[[a]]the~~ contact of the customer to at least one of a working agent and queue in the contact center based on the value ~~at least one of (a) and (b)~~.

11. (Original) The system of Claim 10, wherein the collection is an electronic order accessed via a network by a computational component associated with the contact center.

12. (Original) The system of Claim 11, wherein the computational component is an applet.

13. (Original) The system of Claim 10, further comprising:
providing means for providing the customer with at least one web page that describes the at least one item and wherein the routing means receives a signal in response to the customer's clicking on an icon on the at least one web page.

AI 14. (Currently Amended) The system of Claim 10, further comprising:
comparing means for comparing the value ~~at least one of (a) and (b)~~ with predetermined information to determine the objective of the routing means.

15. (Currently Amended) The system of Claim 14, wherein the comparing means compares the at least one item in the collection with a list of items to determine the objective of the routing means.

16. (Original) The system of Claim 13, wherein the comparing means compares a value of at least one item in the collection with a predetermined value to determine the objective of the routing means.

17. (Original) The system of Claim 10, wherein the evaluating means evaluates the value and nature of the one or more items and the evaluating means is a computational component that is networked with a second computational component operated by the customer.

18. (Currently Amended) A system for servicing contacts in a contact center, comprising:

an evaluator for evaluating a collection of one or more items of a customer to determine ~~at least one of (a) at least one item in the collection and (b) a value of at least one~~
5 item in the collection, wherein the collection is associated with a contact by the customer;

a router for routing ~~[[a]]~~the contact of the customer to at least one of a working agent and queue in the contact center based, at least in part, on the value ~~at least one of (a) and (b).~~

19. (Original) The system of Claim 18, wherein the collection is an electronic order accessed via a network via a computational component associated with a contact center.

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20. (Original) The system of Claim 19, wherein the computational component is an applet.

21. (Original) The system of Claim 18, further comprising:
a web server for providing the customer with at least one web page that describes the at least one item and wherein the router receives a signal in response to the customer's clicking on an icon on the at least one web page.

22. (Currently Amended) The system of Claim 18, further comprising:
a comparer for comparing ~~at least one of (a) and (b)~~ the value with predetermined information to determine the destination of the router.

23. (Original) The system of Claim 22, wherein the comparer compares at least one item in the collection with a list of items to determine the destination of the router.

24. (Original) The system of Claim 22, wherein the comparer compares a value of at least one item in the collection with a predetermined value to determine the destination of the router.

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Please add the following new Claims 26-43:

26. (New) The method of Claim 1, wherein each of a plurality of items in the collection, each of the plurality of items having a separate value, and wherein the value of the at least one item is the total of the separate values of the plurality of items.

A2 27. (New) The system of Claim 18, wherein each of a plurality of items in the collection, each of the plurality of items having a separate value, and wherein the value of the at least one item is the total of the separate values of the plurality of items.

28. (New) The method of Claim 1, wherein each of a plurality of items in the collection, each of the plurality of items having a separate value, and wherein the value of the at least one item is the highest value of the separate values of the plurality of items.

29. (New) The system of Claim 18, wherein each of a plurality of items in the collection, each of the plurality of items having a separate value, and wherein the value of the at least one item is the highest value of the separate values of the plurality of items.

30. (New) The method of Claim 1, wherein the priority of the contact to the contact center is directly dependent on the value of the at least one item.

31. (New) The system of Claim 18, wherein the priority of the contact to the contact center is directly dependent on the value of the at least one item.

32. (New) The method of Claim 1, wherein the value is the sales price of the at least one item.

33. (New) The system of Claim 18, wherein the value is the sales price of the at least one item.

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34. (New) A method for routing contacts in a contact center, comprising:
creating an electronic order associated with a current contact of a customer;
adding at least one item to the electronic order;
receiving a request from the customer for the current contact to be serviced by a
5 resource of the contact center;
evaluating the at least one item in the electronic order to identify at least one of (a)
an identity of the at least one item and (b) a sales price of the at least one item; and
selecting at least one of a resource and a queue in the contact center to receive the
contact based, at least in part, on the at least one of (a) an identity of the at least one item and
10 (b) a sales price of the at least one item.

35. (New) The method of Claim 34, wherein the selection of the at least one of a resource and queue is based on the identity of the at least one item.

36. (New) The method of Claim 34, wherein the selection of the at least one of a resource and queue is based on the sales price of the at least one item.

37. (New) The method of Claim 34, wherein the electronic order is a virtual shopping container.

38. (New) The method of Claim 37, wherein the virtual shopping container is one of a shopping cart, wish cart, or wish list.

39. (New) The method of Claim 34, further comprising:

providing the customer with at least one web page that describes the at least one item and wherein the selecting step follows a step of clicking on an icon on the at least one web page.

40. (New) The method of Claim 36, further comprising:

comparing the sales price with a predetermined threshold to determine the at least one of a resource and a queue selected.

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41. (New) The method of Claim 34 wherein the identity of the at least one item

in the electronic order is compared with a list of items to determine the at least one of a resource and a queue selected.

42. (New) The method of Claim 36, wherein the electronic order comprises a

plurality of items, each of the plurality of items having a separate sales price, and wherein the sales price used in the selecting step is the sum of the separate values of the plurality of items.

43. (New) The method of Claim 36, wherein the electronic order comprises a

plurality of items, each of the plurality of items has a separate sales price, and wherein the sales price used in the selecting step is the highest sales price of the separate sales prices of the plurality of items.